



## DOH OPCMR

### STATEMENT OF PURPOSE

The United States Virgin Islands Department of Health (USVIDOH), Division of Vital Records & Statistics (DVRS) is pleased to invite qualified Respondents to submit competitive proposals to replace its existing Vital Records Information Management System (VRIMS). The VRIMS manages Official Public Records (OPR) and Vital Records (VR). Additionally, the DVRS desires to consolidate, convert, and migrate OPR and VR stored in several disparate systems and locations into the new VRIMS system to serve as a unified source for these types of records with an integrated, web-based solution.

This RFP shall result in a single source, fixed price award; therefore, it is imperative that the proposed cost is all inclusive.

The Division of Vital Records and Statistics (DVRS) records and preserves data relative to any vital events in the Territory of the United States Virgin Islands. DVRS is responsible for the registration, maintenance, dissemination, and local registry of the Territory's birth and death records. VRS also serves as the custodian for data related to marriages, divorces and other health related chronic diseases.

Stakeholders, Territory-wide are:

- a) Healthcare Facilities, approximately 10 -15
- b) Public Health Offices
- c) Funeral Homes
- d) Virgin Islands Department of Education
- e) Virgin Islands Department of Human Services
- f) Virgin Islands Board of Elections
- g) Virgin Islands Bureau of Motor Vehicles
- h) Government Employees Retirement System
- i) Superior Court of the Virgin Islands
- j) District Court of the Virgin Islands
- k) Social Security Administration
- l) Paternity & Child Support Child Support Division
- m) Virgin Islands Department of Health – Risk Management Division
- n) Virgin Islands Department of Health – Immunization
- o) Virgin Islands Department of Veterans Affairs
- p) Various Federal and Local Agencies

The territory intends to secure a contract for the acquisition of a web based Commercial Off the Shelf (COTS) VRIMS application and vendor services to customize the system for the USVI. The desired system must be robust, scalable, and secure while providing high availability with minimal impact to existing business processes. The proposed solution's recording functionality must comply with all U.S. Virgin Islands statutes and system requirements are based upon National Center for Health Statistics (NCHS) data standards and specifications, and National



## DOH OPCMR

Association for Public Health Statistics and Information Systems (NAPHSIS) standards. It is critical that the prospective Respondent have the capabilities to provide exceptional support that is responsive to the DVRS operational needs; it must also provide the Virgin Islands Department of Health, Division of Vital Records and Statistics Office (DVRS) unlimited avenues in the administration of an electronic birth, fetal death, death, marriage and divorce registry.

The proposed system shall have the capacity to maintain data, of Public Records, from the various stakeholders listed; including but not limited to, paternity and child support records,

### BACKGROUND

#### C. Existing System and Environment

Hardware / Software	
Existing Records Management System	Genesis Systems, Inc..
Workstation (~75 clients)	
Operating System	Windows 7 and Windows 10
Application Server	Windows 2016
Database Server	SQL Server 2016
Scanners	HP ScanJet Pro 2500 FL
Printers	HP LaserJet Enterprise M507dn, Monochrome Printer
Image Resolution	300 dpi
Image format	tiff, jpg, pdf
Image storage	~4 Tb

#### D. Imaging Standards

1. Documents will be scanned at 300 dpi.
2. Documents will be scanned in portrait mode.
3. Document images will be captured as multi-page Group IV TIFF images.
4. Scanned documents will be legible. Legible in this instance means a clear, readable image, including signatures and notary seals, in which all portions of each page are captured. Document font size must meet Property Record Industry Association (PRIA) minimum standards.

#### E. OnBase

Index books. OnBase contains scanned images of the index books for official public records (OPR) and Vital records. These will be necessary if the vendor cannot derive the index information from the Aumentum system for a potential conversion/migration.

Super Search (Conduit)



## DOH OPCMR

Super Search contains the most accurate matching of indexes to records and may be a useful source to generate higher quality matches.

### **Record/Image requirements:**

- A. [REQUIREMENT] All data images MUST be in 300 DPI resolution or better.
- B. [REQUIREMENT] All PLATS MUST be in 300 DPI resolution or better.
- C. System should be compatible with Microsoft SQL Server 2016 or higher.
- D. [REQUIREMENT] All images MUST be in TIFF format for OPR records.
- E. System MUST not store images in the database
- F. System MUST have Active Directory Authentication.
- G. If VIDOH hosts SQL Server Reporting Services the system MUST support folders on the Virgin Islands SQL Reporting Servers.
- H. Current max length of page file field is set to varchar (200).

### SCOPE

- A. This RFP is divided into four (4) sections:

Section I – OPR – The Official public records module of the Records Management System (RMS) system provides the DVRS with comprehensive features necessary to manage historical records.

Section II – VR –The Vital records module of the RMS system provides the DVRS with comprehensive features necessary to manage vital and public records including, but not limited to:

- birth certificates
- death certificates
- birth certificates after adoption
- verification of birth
- verification of death
- registration of records
- amendments /corrections
- issuance. Or just be sure all are specifically mentioned
- ability to collect and receipt funds, and
- track money
- issued records
- sealing records in cases like adoption

Section III – DATA CONVERSION AND MIGRATION – Official public records and vital records are currently stored in a variety of disparate systems and locations outside the existing RMS system. These records may also be stored in a variety of formats and file types including digital scans and physical paper. The new system will serve as a unified source encompassing all these types of records in an electronic format in a common location; the electronic format is searchable and all records are accessible and can be issued from the electronic format.



## DOH OPCMR

User role is associated with a timeframe - User roles can include a date upon which the role becomes active and a date upon which the role becomes inactive. User roles will also be defined by the services to be provided.

- A. Respondents must respond and submit a proposal to replace the existing records management system, as well as, migrate data and/or convert records per the requirements described in sections I, II, and III. Each section will be scored and evaluated as part of a single combined overall score.
- B. Any item designated as “MUST” is a minimum requirement for this RFP. An unmet “MUST” or “[REQUIREMENT]” (the terminology used in the RFP), would deem a submission non-responsive; however, a deviation, or an alternate methodology that meets the requirement, would warrant evaluation as long as the deviation was identified. The Deficiencies and Deviations is a form to list shortcomings and variations.

## Section IV. UNIVERSAL REQUIREMENTS

- A. [REQUIREMENT] Each proposal MUST include complete data conversion of all records from the existing RMS system and migration/conversion of the additional identified sources of data, images, and records for OPR and Vital records.
- B. [REQUIREMENT] Each proposal MUST include a training component and knowledge transfer including access to these resources and documentation at no additional cost.
- C. [REQUIREMENT] Each proposal MUST include support and maintenance costs to arrive at total cost of ownership.
- D. [REQUIREMENT] Each proposal MUST provide for a comprehensive, scalable, secure and compliant Web based / Web hosted solution.
- E. [REQUIREMENT] The system MUST have a cashiering function to conduct, collect, and facilitate payments and the system MUST have the ability to integrate with nCourt to facilitate payment processing.
- F. [REQUIREMENT] Each proposal MUST include unlimited user licenses without restriction.
- G. [REQUIREMENT] Each proposal MUST provide for a system that is already developed and deployable. With the exception of limited necessary customizations to fully meet requirements, the USVI does not desire to participate with a respondent to develop and build a solution or leverage another platform to build an RMS system.
- H. [REQUIREMENT] The Respondent MUST provide a completed and updated Continuity of Operations Plan (COOP) and Disaster Recovery (DR) testing for the system before it goes into production.



## DOH OPCMR

I. [REQUIREMENT] The Respondent MUST provide their system backup and recovery strategies of the datacenter and services to DOH DVRS.

### SECTION II – VITAL RECORDS

#### A. Background:

1. The Vital Records Division of the DOH is the registrar of birth and death records for two (2) Districts; St. Thomas / St. John District and St. Croix District, made up of three (3) main islands into three (3) separate statistical entities. The Districts are further divided into twenty (20) sub districts.
2. Vitals Records staffing:
  - a) 6 total staff, including 1 Director, and 1 Assistant Director
  - b) 5 days a week, Monday-Friday, 8:00 am – 5:00 pm Atlantic Standard Time excluding Local and Federal holidays
3. List of locations:

St. Thomas and St. John District	
<p>The sub-districts of <u>St Thomas</u> are:</p> <ol style="list-style-type: none"> <li>1. <u>Charlotte Amalie</u> <ul style="list-style-type: none"> <li>o Charlotte Amalie town</li> </ul> </li> <li>2. <u>East End</u></li> <li>3. <u>Northside</u></li> <li>4. <u>Southside</u></li> <li>5. <u>Tutu</u></li> <li>6. <u>Water Island</u></li> <li>7. <u>West End</u></li> </ol>	<p>The sub-districts of <u>St John</u> are:</p> <ol style="list-style-type: none"> <li>1. <u>Central</u></li> <li>2. <u>Coral Bay</u></li> <li>3. <u>Cruz Bay</u></li> <li>4. <u>East End</u></li> </ol>
St. Croix District	
<p>The subdistricts of <u>St Croix</u> are:</p> <ol style="list-style-type: none"> <li>1. <u>Anna's Hope Village</u></li> <li>2. <u>Christiansted</u> <ul style="list-style-type: none"> <li>o Christiansted town</li> </ul> </li> <li>3. <u>East End</u></li> <li>4. <u>Frederiksted</u> <ul style="list-style-type: none"> <li>o Frederiksted town</li> </ul> </li> <li>5. <u>Northcentral</u></li> <li>6. <u>Northwest</u></li> </ol>	<p>The district-level FIPS codes for the U.S. Virgin Islands are:</p> <ul style="list-style-type: none"> <li>• Saint Croix — 78010</li> <li>• Saint John — 78020</li> <li>• Saint Thomas — 78030</li> </ul>



## DOH OPCMR

7. <u>Sion Farm</u>	
8. <u>Southcentral</u>	
9. <u>Southwest</u>	

List of locations:

Vital Records and Statistics Locations and Contact Information:

- St. Croix: Charles Harwood Complex  
Phone: (340) 718-1311  
Extensions: 3688, 3846, 3827, 3686 and 3687
  - St. Thomas: Dr. John S. Moorehead Municipal Hospital Complex  
Phone: (340) 774-9000  
Extensions: 4686, 4685, 4683, and 4681
4. Birth and death certificates are available to immediate family members. A valid government-issued picture ID is required. Records are confidential for 75 years and 25 years respectively.
  5. The Superior Court Clerk issues and maintains all marriage licenses in the U.S. Virgin Islands. A marriage license requires a 72-hour waiting period and the marriage ceremony must take place within 90 days from date of issuance.
  6. An assumed name/DBA (doing business as) should be filed with the Clerk's office in the district where business is to be conducted. An applicant may conduct business under multiple assumed names but each name must be filed separately.
  7. Military discharge records or DD214s can be recorded and will be kept confidential for 75 years. This service is provided at no charge to veterans.
  8. Military discharge records or National Guard Bureau form NGB22 can be recorded and will be kept confidential for 75 years. This service is provided at no charge to veterans.

Specifications Overview:

1. Scope of Specifications:
  - a. The scope of the specifications contained within this document includes business, functional, and non-functional requirements necessary to support the stated business needs.
2. Business Requirements:
  - a. General Requirements - The scope of the procurement includes the software and support services required for the installation and operation of the system, which will include, but not be limited to, core software, up to and including any additional software programs required, data files, enhancements, modification, systems or control software, and utilities as well as software training, maintenance, support, documentation, and any other directly related



## DOH OPCMR

professional services. The system solution must be flexible for changing business needs and data collection requirements; contain appropriate security and encryption; provide complete accounting and business tracking functions; be interstate compatible with other vital records offices birth and death systems; meet electronic birth and death standards as recommended by National Association of Public Health Statistics and Information Systems (NAPHSIS), Social Security Administration (SSA), and National Center for Health Statistics (NCHS). The system client solution must universally operate and function correctly on Industry Standard technology.

### C. Business Rules for Vital Records:

1. All applications made using online or Public Access Terminal **MUST** expire after 60 days and delete from the system if requestor has not come to a location to complete the processing.
2. The system must Auto calculate dates and restrict access for the following items based on the filing date:
  - I. 100 years for Birth Records
  - II. 100 years for Death Records
  - III. Prior to 9/1/2003 for Military Discharge
  - IV. 75 years for Military Discharge on or after 9/1/2003
3. Auto calculates assumed name records **Must** automatically expire 10 years from the date of filing and be removed from public access after an additional 2 years.

## REQUIREMENTS SPECIFICATIONS

The following information summarizes the NCHS guidelines for electronic birth and death systems and have been adopted by the Virgin Islands Department of Health as our minimum requirements.

Ability to edit related items together - the user should be able to readily modify data entered for all related items when an edit has identified a problem. For example, if birth weight is found to be within the allowable range, but is inconsistent with the (derived) length of gestation, the user should be able to readily correct both items since either could be inaccurate.

Capture of soft-edit query - the system should track when a soft edit has been performed. This will allow States to track frequent edit failures and take corrective action. For selected variables, when a soft edit fails a second time, a by-pass variable will be set to alert States and NCHS that the out of range value has been verified as correct.

On screen messages -the individual item specifications include a number of reminders/instructions. A well-designed system should be able to incorporate these messages without unduly burdening the user. Not all messages should require action on the part of the user. For example, some messages can just be flashed on the screen quickly enough to read.





## DOH OPCMR

On-line help - definitions and more detailed instructions included in the specifications for both the EBC and the EDC, and “The Guide to Completing the Facility Worksheet” for the EBC should be available on-line to the user.

Item order or flow -systems should flow in the same order as the worksheets which were designed to encourage information to be gathered from the best sources (not applicable to death.)

Final review/query screen - systems should be designed to allow the user to temporarily skip certain items to allow the user additional time to gather information, especially from the medical records. The final query screen reminds the user to complete all missing information and gives them the opportunity to do so before the record can be filed or released to the State data file. It also queries rare responses, such as a response of “no prenatal care”. Once a record is released to the State data file and is accepted by the State, providers should no longer have the ability to modify the record (not applicable to death.)

List of pending items - systems should allow the user to easily access a list of incomplete items and go to the incomplete items once a record has been worked on and saved once. Prior to sending or finalizing a record, it should be mandatory that the user be presented with a list of all incomplete items.

For items where it is only correct to choose one response (e.g. Pre-pregnancy or Gestational Diabetes, or The Principal Source of Payment for Delivery) systems should be designed so as to accept only one response. Two possible ways to accomplish this are via edit messages or blocking out other response categories after one has been selected.

Version control -systems should include methods to track changes in software versions and notify NCHS of version change. Version changes considered necessary to track are ones which include changes to items, edits or more substantive changes to tables and format. Each record transmitted to NCHS should have a version number. This notice should greatly improve our ability to identify and fix data problems.

Cause of death - Consistent look for cause of death

- On medical examiner, coroner, and physician entry screens, it is imperative that the physician viewing the screen be able to see, at minimum, the same prompts and formatting as those physicians using the paper version of the death certificate (not applicable to birth).
- Additional lines for cause. Additional lines may be added as needed in the cause-of-death statement (not applicable to birth).
- Prohibition of pick lists. Physicians completing cause of death must enter medical conditions using their own terminology (e.g., pick lists or other mechanisms limiting the choice for cause are not allowed) (not applicable to birth).

### **D. Specifications:**

1. The vendor will analyze and provide detailed functional and technical





# DOH OPCMR

requirements traced to the business requirements.

## 2. Functional Specifications

### b. Functional Specifications for General Requirements

Spec. #	Functional Specification Description		
VG01	<b>[REQUIREMENT]</b> System <b>MUST</b> provide a searchable database with varying degrees of access based on role (E.g. Clerk, Supervisor, Manager)		
	Fully Meets	Will fully meet by go-live with this additional cost	Does not meet
VG01-A	System <b>MUST</b> minimally provide the following fields for Birth Database: Child's Name (First, Middle, Last) Date of Birth Registration Number Date Filed Book Page Mother's Maiden Name Mother's Name (First, Middle, Last) Father's Name (First, Middle, Last) Filing Location District of occurrence Sex of registrant Maternal HBsAg Status Receipt of the Hepatitis B birth dose		
	Fully Meets	Will fully meet by go-live with this additional cost	Does not meet
VG01-B	System <b>MUST</b> minimally provide the following fields for Death Database: Decedent's Name (First, Middle, Last) Registration Number Date of Death Registration Date Book Page Document Type Filing Location		
	Fully Meets	Will fully meet by go-live with this additional cost	Does not meet



DOH OPCMR

VG01-C	System <b>MUST</b> minimally provide the following fields for Marriage: Party Name (First, Middle, Last) Name Type (e.g. Applicant1, Applicant 2) Date of Marriage Date of App Scan Date License Number Book Page Location License Status		
	Fully Meets	Will fully meet by go-live with this additional cost	Does not meet
VG01-D	System <b>MUST</b> minimally provide the following fields for Assumed Name: Assumed Name Owner Action Date Certificate Number License Status		
	Fully Meets	Will fully meet by go-live with this additional cost	Does not meet
VG01-E	System <b>MUST</b> minimally provide the following fields for Military Discharge: Name (First, Middle, Last) Discharge Date Date Filed Certificate Number Branch Book Page #		
	Fully Meets	Will fully meet by go-live with this additional cost	Does not meet
VG01-F	System <b>MUST</b> minimally provide the following fields for Index Search: General: Party Name Party Type – multi select option Date Filed Instrument Number Book		



# DOH OPCMR

	Page Document Type Legal Description Fields: Addition – multi select option City – multi select option Lot Block Plat Cabinet Plat Slide Freeform Text Generic searchable user defined field – in order to link to records using a common primary key		
	Fully Meets	Will fully meet by go-live with this additional cost	Does not meet
VG02	System should provide users configurable Program Function or Hot Keys to allow system navigation		
	Fully Meets	Will fully meet by go-live with this additional cost	Does not meet
VG03	<b>[REQUIREMENT]</b> System <b>MUST</b> be able to scan documents to various formats and attach them to records with the ability to mark some as confidential		
	Fully Meets	Will fully meet by go-live with this additional cost	Does not meet
VG04	<b>[REQUIREMENT]</b> System <b>MUST</b> allow users to set up work flows for document management, status tracking and auditing		
	Fully Meets	Will fully meet by go-live with this additional cost	Does not meet
VG05	<b>[REQUIREMENT]</b> System <b>MUST</b> have ability for Bulk Scan		
	Fully Meets	Will fully meet by go-live with this additional cost	Does not meet
VG06	<b>[REQUIREMENT]</b> System <b>MUST</b> have an online user interface to allow public to request certified and non-certified copies of records		
	Fully Meets	Will fully meet by go-live with this additional cost	Does not meet



DOH OPCMR

VG07	<b>[REQUIREMENT]</b> System <b>MUST</b> generate unique numbers for documents issued		
	Fully Meets	Will fully meet by go-live with this additional cost	Does not meet
VG07-A	System <b>MUST</b> generate numbers with the following parameters:		
	Birth = 060000000018 (LR + 8 digits + YR) Death = 060000000018 (LR + 8 digits + YR) Fetal Death = 0600000000FYR (YR = 2-digit Year) Assumed Names = A216000000 Military = Z216000000 Marriage = M216000000 OPR = YYY0000000 (YYY = 1st, 3rd and 4th digit of the year followed by 7 numbers)  The current calendar year 2020 must change automatically with the start of each new year. The zeros represent an 8-digit required for VRIMS		
	Fully Meets	Will fully meet by go-live with this additional cost	Does not meet
VG08	System should have ability to scan multiple records at once and remain in a queue until reviewed and approved		
	Fully Meets	Will fully meet by go-live with this additional cost	Does not meet
VG09	<b>[REQUIREMENT]</b> System <b>MUST</b> have a secure online web portal to allow users to apply for records; such as VitalChek or some other acceptable methodology; e.g., StateVital Records / Vibend		
	Fully Meets	Will fully meet by go-live with this additional cost	Does not meet
VG09-A	Applications <b>MUST</b> be queued and processed when the customer comes to the office in person to complete the request		
	Fully Meets	Will fully meet by go-live with this additional cost	Does not meet
VG10	<b>[REQUIREMENT]</b> System <b>MUST</b> have an integrated module that will process payments of fees for record requests		



DOH OPCMR

	Fully Meets	Will fully meet by go-live with this additional cost	Does not meet	
VG10-A	Module <b>MUST</b> accept payments and break down the payments into the fees payable to the various agencies. (see Appendix B)			
	Fully Meets	Will fully meet by go-live with this additional cost	Does not meet	
VG11	System should have capability to support search and retrieval of all non-restricted records from the internet			
	Fully Meets	Will fully meet by go-live with this additional cost	Does not meet	
VG12	<b>[REQUIREMENT]</b> System <b>MUST</b> allow public access users to view, print, and purchase non-certified copies of non-restricted records			
	Fully Meets	Will fully meet by go-live with this additional cost	Does not meet	
VG13	<b>[REQUIREMENT]</b> System <b>MUST</b> have a searchable database of all transactions			
	Fully Meets	Will fully meet by go-live with this additional cost	Does not meet	
VG13-A	System <b>MUST</b> minimally provide the following fields to search by: Employee Name Customer Name Date Location Department Security paper number Receipt Number Payment Type Check Number Document Type Instrument Number			
	Fully Meets	Will fully meet by go-live with this additional cost	Does not meet	



DOH OPCMR

VG15	System should have batch processing capabilities for requests input at Public Access Terminals		
Fully Meets	Will fully meet by go-live with this additional cost	Does not meet	
VG16	<b>[REQUIREMENT]</b> System <b>MUST</b> have a searchable database for all requested criteria as noted in the drop down		
Fully Meets	Will fully meet by go-live with this additional cost	Does not meet	
VG16-A	System <b>MUST</b> minimally provide the following fields to search by: Batch Number Name of requestor Date of completion		
Fully Meets	Will fully meet by go-live with this additional cost	Does not meet	
VG17	<b>[REQUIREMENT]</b> All requests made using online or Public Access Terminal <b>MUST</b> auto-purge on a time configurable by District if requestor has not come to a location to complete the processing		
Fully Meets	Will fully meet by go-live with this additional cost	Does not meet	
VG18	System should have a template designer for documents		
Fully Meets	Will fully meet by go-live with this additional cost	Does not meet	
VG18-A	System should have a template designer to allow new forms to be scanned into the system and configured by the staff		
Fully Meets	Will fully meet by go-live with this additional cost	Does not meet	
VG19	System should provide auto-search function for all drop down boxes		
Fully Meets	Will fully meet by go-live with this additional cost	Does not meet	



# DOH OPCMR

VG19-A	All drop down boxes should begin to auto search for matches on the list as staff enters letters in the search box of the drop down		
Fully Meets	Will fully meet by go-live with this additional cost	Does not meet	
VG20	System should generate Rejection letters for any documents that cannot be recorded or for documents that have been recorded but subsequently voided		
Fully Meets	Will fully meet by go-live with this additional cost	Does not meet	
VG20-A	Staff should have ability to search and select from a list of reasons by using a checkbox or drop down to fill in the rejection reason. (See Appendix B-VR for Example)		
Fully Meets	Will fully meet by go-live with this additional cost	Does not meet	
VG20-B	<p>Must include these types of rejection letters:</p> <ul style="list-style-type: none"> <li>Real Property Rejection Letter</li> <li>Military Discharge</li> <li>Rejection Assumed Name</li> <li>Rejection Letter Birth/Death Cert</li> <li>Copy Reject Letter Marriage</li> <li>Rejection Letter</li> <li>Assumed Names</li> <li>No Record Found Birth</li> <li>No Record Found Death</li> <li>No Record Found No Money</li> <li>Verify Death for Law</li> <li>Marriage No Record Found</li> <li>Verification of Birth</li> <li>Verification of Death</li> </ul> <p>System should have an auto-search for each field and return a list of possible results for each letter typed in. For each letter typed in the system will return a list of possible results to allow the user to select from that list. (Possible values are returned as each letter is typed in by the user.)</p>		
Fully Meets	Will fully meet by go-live with this additional cost	Does not meet	





DOH OPCMR

VG21	System should allow for emailing of images. Does not apply to confidential records		
Fully Meets	Will fully meet by go-live with this additional cost	Does not meet	
VG22	<b>[REQUIREMENT]</b> System <b>MUST</b> create a receipt template which can be modified by authorized personnel		
Fully Meets	Will fully meet by go-live with this additional cost	Does not meet	
VG23	<b>[REQUIREMENT]</b> Public Access Terminals <b>MUST</b> be set up at all VIDOH Vital Records and Statistics Division locations to allow multiple users to access and request copies of records – hardware will be owned by VIDOH but must have software loaded onto them for public usage		
Fully Meets	Will fully meet by go-live with this additional cost	Does not meet	
VG24	<b>[REQUIREMENT]</b> System <b>MUST</b> have ability to allow bulk data requests		
Fully Meets	Will fully meet by go-live with this additional cost	Does not meet	
VG25	<b>[REQUIREMENT]</b> System <b>MUST</b> track lifetime counts of certified copies by instrument: Birth, Death, Fetal Death, Marriage, Military Discharge, and Assumed Names		
Fully Meets	Will fully meet by go-live with this additional cost	Does not meet	
VG26	<b>[REQUIREMENT]</b> System <b>MUST</b> have ability to restrict public access to records of Law Enforcement personnel		
Fully Meets	Will fully meet by go-live with this additional cost	Does not meet	
VG27	<b>[REQUIREMENT]</b> System <b>MUST</b> automatically notify businesses when assumed name is about to expire using email address		



DOH OPCMR

Fully Meets	Will fully meet by go-live with this additional cost	Does not meet
VG28	[REQUIREMENT] System <b>MUST</b> after 10 years no longer display Assumed names in public access, they expire after 10 years	
Fully Meets	Will fully meet by go-live with this additional cost	Does not meet

**b. Functional Specifications for Vital Records:**

Spec. #	Functional Specification Description		
VR01	[REQUIREMENT] System <b>MUST</b> track and audit security paper; including by Vitals Records Division locations		
	Fully Meets	Will fully meet by go-live with this additional cost	Does not meet
VR01-A	[REQUIREMENT] System should record security paper number at the time it is printed by scanning the barcode located on each sheet. The number is to be recorded in the searchable database with a date time stamp auto-populated		
	Fully Meets	Will fully meet by go-live with this additional cost	Does not meet
VR01-B	[REQUIREMENT] System <b>MUST</b> have a searchable database that minimally contains the following fields for security paper: Employee ID Date/Time Document control number Location Instrument Number Vital Check Number State Number Receipt Number		
	Fully Meets	Will fully meet by go-live with this additional cost	Does not meet



DOH OPCMR

VR02	<b>[REQUIREMENT]</b> System <b>MUST</b> read and scan the barcode of each security paper issued and tracked with Employee ID, Date/Time Stamp, Instrument Number and Location ( <i>Security paper from Bank Note Corporation of America per contract with Department of State Health Services – Vital Statistics Unit DSHS-VSU</i> )		
Fully Meets	Will fully meet by go-live with this additional cost	Does not meet	
VR02-A	<b>[REQUIREMENT]</b> Receipt <b>MUST</b> minimally have the following fields: Certificate Paper Number, Vital Check Number, and Receipt Number		
Fully Meets	Will fully meet by go-live with this additional cost	Does not meet	
VR03	<b>[REQUIREMENT]</b> System <b>MUST</b> have ability to import records (image and index) from the VRIMS system, including adding the 2-digit year generated by VRIMS to the end of the instrument. The number must restart or rollover per VRIMS specifications at the beginning of each calendar year		
Fully Meets	Will fully meet by go-live with this additional cost	Does not meet	
VR04	<b>[REQUIREMENT]</b> System <b>MUST</b> connect all issued security paper to a receipt for auditing		
Fully Meets	Will fully meet by go-live with this additional cost	Does not meet	
VR04-A	<b>[REQUIREMENT]</b> System <b>MUST</b> be able to track all security paper issued to a receipt for auditing		
Fully Meets	Will fully meet by go-live with this additional cost	Does not meet	
VR04-B	<b>[REQUIREMENT]</b> System <b>MUST</b> provide ability to print out listings of certificate paper to the associated receipt.		
Fully Meets	Will fully meet by go-live with this additional cost	Does not meet	

c. Functional Specifications for Birth, Death and Fetal Death Records:



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Spec. #	Functional Specification Description		
BD01	<b>[REQUIREMENT]</b> System <b>MUST</b> directly record, scan, verify, and index birth records		
BD01-A	Fully Meets	Will fully meet by go-live with this additional cost	Does not meet
<p><b>[REQUIREMENT]</b> System <b>MUST</b> record image of records into a queue for Vital Records Staff. System will highlight any inconsistencies with instruments and notify staff by highlighting fields. System will show the records with a status of “Requires Validation”.</p> <p>This requirement involves importing data from Vital Records Information Management System (VRIMS) for birth, death and fetal death records. Once the record is imported, the system will determine if a similar record already exists based on the data fields highlighted below which are included in the import.</p> <p><u>Birth</u></p> <p>Name of child Date of birth City of birth Mother’s maiden name Mother’s current name Father’s name (if known)</p> <p><u>Death or Fetal Death</u></p> <p>Name Date of death Date of birth City of birth State of birth City of death State of death Current address Age</p> <p>If a similar record does exist, the system will highlight or display a pop-up alert box notifying the clerk. The clerk must choose whether to Continue or Cancel. If Continue, a new record is created and instrument number created. If Cancel, the clerk is returned to the data entry screen to research and take the appropriate action.</p>			
BD02	Fully Meets	Will fully meet by go-live with this additional cost	Does not meet
BD02	<b>[REQUIREMENT]</b> System <b>MUST</b> have the ability to issue certified copies of birth records		



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Fully Meets	Will fully meet by go-live with this additional cost	Does not meet	
BD02-A	[REQUIREMENT] System <b>MUST</b> be able to load and print certified copies of birth, death, and fetal death records on State authorized security paper.		
Fully Meets	Will fully meet by go-live with this additional cost	Does not meet	
BD03	[REQUIREMENT] System <b>MUST</b> provide ability to submit birth, death, and fetal death applications for copies via internet, Public Access Terminal or in person		
Fully Meets	Will fully meet by go-live with this additional cost	Does not meet	
BD04	System should have capability to scan multiple documents at once and remain in the queue until reviewed and approved		
Fully Meets	Will fully meet by go-live with this additional cost	Does not meet	
BD05	[REQUIREMENT] System <b>MUST</b> provide ability to enter numbers manually to file a record manually when the U.S. Virgin Islands requires it.		
Fully Meets	Will fully meet by go-live with this additional cost	Does not meet	
BD06	[REQUIREMENT] MUST have the ability to publish Birth and Death Index Information		
Fully Meets	Will fully meet by go-live with this additional cost	Does not meet	
<b>d. Functional Specifications for Marriage Records:</b>			
Spec. #	Functional Specification Description		
M001	[REQUIREMENT] System <b>MUST</b> be able to submit applications for marriage, assumed names, etc... via internet, Public Access Terminal, or in person		



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Fully Meets	Will fully meet by go-live with this additional cost	Does not meet	
M001-A	<b>[REQUIREMENT]</b> Applications <b>MUST</b> be queued and processed when the customer comes to the office in person to complete the request		
Fully Meets	Will fully meet by go-live with this additional cost	Does not meet	
M002	<b>[REQUIREMENT]</b> System <b>MUST</b> be able to record, scan, verify, index, and issue marriage records		
Fully Meets	Will fully meet by go-live with this additional cost	Does not meet	
M003	<b>[REQUIREMENT]</b> System <b>MUST</b> be able to recognize premarital education classes and adjust fees automatically		
Fully Meets	Will fully meet by go-live with this additional cost	Does not meet	
M004	<b>[REQUIREMENT]</b> System <b>MUST</b> auto-calculate ages of marriage license applicants and flag if under 18 and provide options to continue		
Fully Meets	Will fully meet by go-live with this additional cost	Does not meet	
M004-A	<b>[REQUIREMENT]</b> System <b>MUST</b> auto-calculate ages of marital license requestors and flag anyone under the age of 18 and provide options to continue		
Fully Meets	Will fully meet by go-live with this additional cost	Does not meet	
M004-B	<b>[REQUIREMENT]</b> System <b>MUST</b> be able to scan in supporting documents from parents/guardians of any applicant under the age of 18 and attach those to the license request		
Fully Meets	Will fully meet by go-live with this additional cost	Does not meet	
M004-C	<b>[REQUIREMENT]</b> System <b>MUST</b> allow all supporting documentation to be viewed by the staff and not made public		



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Fully Meets	Will fully meet by go-live with this additional cost	Does not meet	
M004-D	<b>[REQUIREMENT]</b> System <b>MUST</b> provide ability to mark licenses as “Returned”		
Fully Meets	Will fully meet by go-live with this additional cost	Does not meet	
MD05	<b>[REQUIREMENT]</b> System <b>MUST</b> have ability to distinguish between formal and informal marriages		
Fully Meets	Will fully meet by go-live with this additional cost	Does not meet	

**e. Requirements Exclusive to Assumed Names:**

Req. #	Business Requirement Description		
AN01	<b>[REQUIREMENT]</b> System <b>MUST</b> have the capability to record, scan, verify and index copies of assumed names records		
Fully Meets	Will fully meet by go-live with this additional cost	Does not meet	
AN02	<b>[REQUIREMENT]</b> System <b>MUST</b> have the capability to file mark assumed name records when scanned ( <i>file mark is a Date/Time stamp including the Name and Title</i> )		
Fully Meets	Will fully meet by go-live with this additional cost	Does not meet	
AN03	<b>[REQUIREMENT]</b> System <b>MUST</b> have the capability to allow duplication of application data for multiple filings at one time		
Fully Meets	Will fully meet by go-live with this additional cost	Does not meet	
AN04	<b>[REQUIREMENT]</b> System <b>MUST</b> have the capability to set expiration dates for assumed name records		
Fully Meets	Will fully meet by go-live with this additional cost	Does not meet	
AN05	<b>[REQUIREMENT]</b> System <b>MUST</b> have the capability to purge expired assumed names records		
Fully Meets	Will fully meet by go-live with this additional cost	Does not meet	





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AN06	<b>[REQUIREMENT]</b> System <b>MUST</b> have the capability to change the expiration date for assumed name records by the Vital Records Staff – records will be auto set to a 10-year expiration date initially	
Fully Meets	Will fully meet by go-live with this additional cost	Does not meet

**f. Functional Specifications for Accounting and Financial Management:**

**Example: FNC=Functional, STA=Statutory/Legislative, RPT=Reporting**

Spec. #	Functional Specification Description		
AF01	<b>[REQUIREMENT]</b> System <b>MUST</b> have ability to facilitate purchase and processing of records, including certified and non-certified copies of records		
Fully Meets	Will fully meet by go-live with this additional cost	Does not meet	
AF02	<b>[REQUIREMENT]</b> System <b>MUST</b> have ability to print receipts, including a QR Code configurable by District		
Fully Meets	Will fully meet by go-live with this additional cost	Does not meet	
AF02-A	Type of Documents Number of Pages – Count of all records issued Quantity Reference Number Amount A Payments Heading with the following underneath: Type of Payment Payment Number – auto generated by system Amount Total Payments A configurable Salutation to be located bottom center of the receipt		
Fully Meets	Will fully meet by go-live with this additional cost	Does not meet	
AF03	<b>[REQUIREMENT]</b> System <b>MUST</b> accept payment in a variety of forms including: cash, check, credit card, debit card, escrow, and voucher		



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Fully Meets	Will fully meet by go-live with this additional cost	Does not meet
AF04	<b>[REQUIREMENT]</b> System <b>MUST</b> integrate to nCourt electronic payment processor.	
Fully Meets	Will fully meet by go-live with this additional cost	Does not meet
AF05	<b>[REQUIREMENT]</b> System <b>MUST</b> have a Transaction Type field in the receipt which allows identified staff to modify the list of values	
Fully Meets	Will fully meet by go-live with this additional cost	Does not meet
AF06	<b>[REQUIREMENT]</b> System <b>MUST</b> provide the ability to split payments in a variety of forms including: cash, check, credit card, debit card, escrow and voucher <b>AND</b> restrict payment type by transaction (i.e. no checks allowed for marriage licenses)	
Fully Meets	Will fully meet by go-live with this additional cost	Does not meet
AF07	<b>[REQUIREMENT]</b> System <b>MUST</b> create a receipt Template which can be modified	
Fully Meets	Will fully meet by go-live with this additional cost	Does not meet
AF08	<b>[REQUIREMENT]</b> System <b>MUST</b> break out payments to show where the fees belong. Please see Appendix A – Official Public Records Fee Breakdown and Appendix B – Vital Records and Statistics Fee Breakdown	
Fully Meets	Will fully meet by go-live with this additional cost	Does not meet



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AF08-A	<b>[REQUIREMENT]</b> System <b>MUST</b> minimally contain the following  Payment Collection Information fields:  Customer/Submitter  Address (Optional or auto fill from Capture requestor/submitter information)  City/State/Zip Phone Email  Payment type (Drop Down List of Approved Methods of Payment) Payment I.D.# Amount No Fee Print Receipt  Change Option –Refund-Surplus-with address box for refunds if there is an overage  Comments		
Fully Meets		Will fully meet by go-live with this additional cost	Does not meet
AF08-B	System <b>MUST</b> not proceed if funds do not match entries (Shortage, overage, no fee reason, address for refund) and Receipts and Recording pages Must print after completion of Payment Collection.		
Fully Meets		Will fully meet by go-live with this additional cost	Does not meet
AF09	<b>[REQUIREMENT]</b> System <b>MUST</b> allow voiding of receipts		
Fully Meets		Will fully meet by go-live with this additional cost	Does not meet
AF10	<b>[REQUIREMENT]</b> System <b>MUST</b> have a searchable database for receipts		
Fully Meets		Will fully meet by go-live with this additional cost	Does not meet



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AF10-A	<b>[REQUIREMENT]</b> System <b>MUST</b> minimally contain the following searchable receipts fields for OPR: Date Received From Date Received To Receipt Number User Department Workstation Location Customer Payment Method Payment ID Amount Document Number From Document Number To Transaction Type Module		
Fully Meets		Will fully meet by go-live with this additional cost	Does not meet
AF10-B	<b>[REQUIREMENT]</b> System <b>MUST</b> minimally contain the following searchable receipts fields for Vital Records: Receipt Time Receipt Number Issued To Document Number Number of Pages Quantity Reference Number Book/Page Amount Number of Payments Payment Type Payment Number Amount Secure Paper Number Vital Check Number State Registrar Number		
Fully Meets		Will fully meet by go-live with this additional cost	Does not meet
AF11	<b>[REQUIREMENT]</b> System <b>MUST</b> allow receipts to be adjusted		
Fully Meets		Will fully meet by go-live with this additional cost	Does not meet



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AF11-A	<b>[REQUIREMENT]</b> Fields <b>MUST</b> auto-populate with default settings but will allow each field to be adjusted by authorized staff; ensure clear audit trail		
Fully Meets	Will fully meet by go-live with this additional cost	Does not meet	
AF12	<b>[REQUIREMENT]</b> System <b>MUST</b> provide users with ability to click on receipt number in reports and be taken directly to the receipt for review		
Fully Meets	Will fully meet by go-live with this additional cost	Does not meet	
AF13	<b>[REQUIREMENT]</b> System <b>MUST</b> be able to print and reprint receipts on demand		
Fully Meets	Will fully meet by go-live with this additional cost	Does not meet	

**1. Non-functional Specifications:**

Spec. #	Non-functional Specification Description		
NFN01	<b>[REQUIREMENT]</b> Public Access web portal <b>MUST</b> be accessible on the public internet and be browser agnostic		
Fully Meets	Will fully meet by go-live with this additional cost	Does not meet	
NFN02	<b>[REQUIREMENT]</b> System <b>MUST</b> be available 24/7/365 for public access with exception for maintenance windows; vendor must provide customer support		
Fully Meets	Will fully meet by go-live with this additional cost	Does not meet	
NFN03	<b>[REQUIREMENT]</b> All images <b>MUST</b> be scanned in portrait mode		
Fully Meets	Will fully meet by go-live with this additional cost	Does not meet	



DOH OPCMR

NFN04	<b>[REQUIREMENT]</b> Document Images <b>MUST</b> be captured as multi-page Group IV TIFF Images		
Fully Meets	Will fully meet by go-live with this additional cost	Does not meet	
NFN05	<b>[REQUIREMENT]</b> All images <b>MUST</b> capture signatures and notary seals		
Fully Meets	Will fully meet by go-live with this additional cost	Does not meet	
NFN06	<b>[REQUIREMENT]</b> Document font size and page format <b>MUST</b> meet PRIA (Property Records Industry Association) minimum standards		
Fully Meets	Will fully meet by go-live with this additional cost	Does not meet	
NFN07	<b>[REQUIREMENT]</b> System <b>MUST</b> be fully Web accessible through secure and complaint national frameworks. System <b>Must</b> be fully web hosted with scalability, Disaster Recovery redundancy, security, monitoring and reporting.		
Fully Meets	Will fully meet by go-live with this additional cost	Does not meet	
NFN08	<b>[REQUIREMENT]</b> System <b>MUST</b> comply with VIDOH Electronic Communication Systems Policy (Please see Appendix C Electronic Communication Systems Policy)		
Fully Meets	Will fully meet by go-live with this additional cost	Does not meet	
NFN09	<b>[REQUIREMENT]</b> System <b>MUST</b> have a distinguishable Development,Test and Production environment		
Fully Meets	Will fully meet by go-live with this additional cost	Does not meet	



# DOH OPCMR

NFN10	<b>[REQUIREMENT]</b> System <b>MUST</b> have ability to add gender-neutral birth certificate language		
Fully Meets	Will fully meet by go-live with this additional cost	Does not meet	
NFN11	<b>[REQUIREMENT]</b> System <b>MUST</b> minimally provide the following Fields for Death Database:  Decedent's Name (First, Middle, Last) Registration Number Date of Death Registration Date Book Page Document Type Filing Location District of occurrence Sex of registrant Marital status of registrant  Name of registrant's spouse (if applicable)  Flag for unidentified deaths so they can be made public after 1 year from death  Identify death records over 25 years old they can be made public		
Fully Meets	Will fully meet by go-live with this additional cost	Does not meet	

## E. SECTION III – DATA CONVERSION AND MIGRATION

- a. The VIDOH Office desires to consolidate and centralize **all** Vitals and Official Public Records from several disparate sources into one repository via the new Records Management Systems. Having all records in a single enterprise system provides many advantages, efficiencies, and operational benefits. Currently, candidate records (and index information) for migration and conversion exist in the following data stores/systems:
  - Aumentum (primary RMS)
  - Paper Flow / Paper Vision
  - OnBase (index books)
  - Super Search (Conduit)





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- Flash Drives

- b. As part of the records consolidation, the vendor is expected to help identify duplicate records and only convert the best quality records/image(s) when multiple copies exist based on business rules provided by DVRS staff.
- c. Prospective vendors should include in their proposal an on-site engagement with the Vital Statistics Division and Official Public Records Division to perform discovery and assessment. The vendor is expected to perform the actual conversion and migration of data/records into the new Records Management System with minimal involvement of DVRS staff. The DVRS will provide guidance and be available to answer inquiries regarding the records and business processes. The DVRS will provide subject matter experts to work collaboratively with vendor staff on the conversion planning. The vendor can be provided copies of all data/records as part of the conversion effort. All records and data remain the sole property of the DVRS and shall not be disseminated or provided to any third parties without the expressed written consent of the DVRS. Any copies of data/records used to facilitate the conversion will be disposed of and removed from the Vendor's equipment at the conclusion of the project. The vendor will adhere to all VIDOH policies regarding the vital records and statistics data.
- d. The prospective vendor is expected to have the knowledge, skills, experience, and tools to consolidate records from disparate data sources into their proposed record management system including the existing primary records management system, Aumentum. Additionally, the vendor should be flexible to work with DVRS staff with the understanding that ambiguity exists. For the final data migration and conversion, the vendor will provide a detailed assessment of the disparate systems and a conversion plan with recommendations to effectively proceed with the conversion into the new records management system. DVRS staff will have the final decision-making authority on the data migration strategy. Once the plan is agreed and finalized, the vendor will perform as many iterations as required (multiple, if necessary) to achieve accuracy and quality deemed acceptable based on tolerances identified by staff. Any proposed manual conversion activities of records/data on the part of DVRS staff will be kept to a minimum (< 1% of the total records for any given data set). The vendor should ensure 100% conversion of records into a single records management system with the exception of any duplicates that can be omitted.

## **F. PRIVACY PROTECTION AND DATA ACCESSIBILITY**

The VRIMS data architecture must ensure the confidentiality records, consistent with the Health Insurance, Portability, and Accountability Act (HIPAA) requirements and other state laws and regulations concerning confidentiality of records. The data architecture must include the ability to capture documentation that clearly articulates what data will be accessible to which users and for what purposes. The data architecture must meet any applicable requirements of HIPAA.



## DOH OPCMR

Include a data audit system including the ability to assess data quality. The data architecture must include the ability to capture audit trails, changes to the data model, and include logical data structures for the capture of audit information for the Vital Statistics database.

### **G. INTEROPERABILITY**

System must be grounded in national standards, but flexible enough, to allow integration, and or migration of data from any of the stakeholders indicated; e.g., public records, funeral homes, health and educational systems.

### **H. DELIVERABLES**

The project plan establishes the various Vital Statistics project components for managing the activities of the selected contractor and encompasses the following:

- A. Work Breakdown Structure Plan (WBSP) – To identify primary areas of project construction and related tasks including but not limited to: Analysis, Development, Testing, Migration, and Deployment of the VITAL STATISTICS System. The WBS must be updated and reviewed as a part of the weekly project status calls;
- B. Operational Work Plan (OWP) – To define specific tasks, finite timeframes, resources allocated, and data sources to be utilized for the specific project task. The POWP must be updated and reviewed on a weekly basis during the project status calls;
- C. Issue and Risk Management Plans –To determine and manage issues and risk for the project (in conjunction with VITAL STATISTICS Director);
- D. Quality Management Plan – To identify and manage quality issues regarding the project.
- E. Change Management Plan – To establish a plan for managing changes from the project's baseline of schedule, scope, budget, quality, and other key project components (in conjunction with VITAL STATISTICS Director);
- F. Staffing Management Plan – To plan that identifies the primary project personnel assigned by the selected contractor and VIDE to perform the tasks associated with the development and deployment of the VITAL STATISTICS project (in conjunction with VITAL STATISTICS Director); and
- G. Functional Requirements Document (FRD) – The selected contractor will produce in conjunction with key staff a FRD that identifies the core technical structure, development process, and User Interface (UI) navigation for the VITAL STATISTICS project.
- H. Business Requirements Document (BRD) – The selected contractor will produce in conjunction with key staff a BRD that identifies the primary Use Cases for the VITAL STATISTICS project;
- I. Acceptance Testing to review load time and user wait time



## DOH OPCMR

### Additional:

The successful offeror will provide a response that proposes a system which includes all of the functionality items enumerated below:

One (1) and only one of the following codes must be entered in the cell corresponding to each capability

- E Exact Match - The proposed system, as delivered, fully satisfies the capability/function as stated. Answers with an "E" code do not require a comment. Please do not comment.
- S Similar Function -The proposed system, as delivered, meets the objective of the capability/function, but the method differs from the method described. Please enter an explanatory comment.
- M Modification Required - The proposed system requires modification to satisfy the capability/function as stated. Please enter an explanatory comment.
- F Planned for Future Release - The current version of the system cannot meet the capability/function, but it will be met by a planned future release of the system. Enter the anticipated date of the release when the feature will be included for this code.
- B Base System Design Issue - The capability/function as defined represents a significant redesign of the base system.

Deliverable 1: Planning and Administration

Deliverable 2: Gap Analysis

Deliverable 3: Technical Environment Implementation

Deliverable 4: Solution Configuration

Deliverable 5: Unit and Performance Testing

Deliverable 6: User Acceptance Testing

Deliverable 7: Training

Deliverable 8: Parallel Pilot

Deliverable 9: Production

Deliverable 10: State Acceptance

Deliverable 11: Warranty

Deliverable 12: Maintenance and Support

Deliverable 13: Data Architecture Requirements

Deliverable 14: System Design

**Deliverable 1:** Planning and Administration – The Contractor shall dedicate adequate planning and project management. Support will include the following:

- 1A. Detailed Project Plan. - The Contractor shall draft, in consultation with and subject to the approval of VIDO, a detailed project plan with fixed deadlines for the implementation of the VRIMS and Back Office modules (requests, amendments, accounting and reporting). The plan must include, but is not limited to the following:
  - 1A.1 Background, objectives, scope, approach, organization, success criteria (per the RFP resulting in the Contractors Proposal in response and subsequent issuance of a contract);



## DOH OPCMR

- 1A.2 Assumptions;
- 1A.3 Constraints;
- 1A.4 Entrance and exit criteria for specific project milestones;
- 1A.5 Deliverable schedule with due dates;
- 1A.6 Project management methodology in accordance with PMI Standards;
- 1A.7 A communications plan;
- 1A.8 A risk management plan following the VIDOH template, including an initial list of risks, the probability of occurrence, the potential impact, and a response strategy;
- 1A.9 A quality assurance methodology following the VIDOH template VIDOH template for maintaining quality of the code, workmanship, project schedules and subcontractor activities; and,
- 1A.10 A detailed work breakdown using Microsoft (MS) Project and showing all activities, activity duration, sequencing, dependencies, and resource assignments.
- 1A.11 A VRIMS Phase Project Charter detailing the scope, roles, responsibilities, benefits and risks associated with Phase II activities—the Contractor must sign the VRIMS Phase Project Charter as a project participant.
- 1A.12 The Contractor shall draft, in consultation with and subject to the approval of the State, project plan updates for each of the two subsequent VRIMS implementation phases (*i.e.*, EBRs, EDRs and remaining modules for marriage and divorce. Each project plan update must include:
- 1A.13 The work breakdown structure, project schedule, and resources reflecting the implementation activities; and
- 1A.14 A revision of the project plan documents, as necessary, to reflect changes in scope, methodology or any other aspect of the plan
- 1A.15 Due Dates. The Detailed Project Plan Incremental reviews of deliverables will include formal meetings with Health staff and the selected contractor. At these meetings, the contractor will document the issues and resolutions and, within three (3) business days, provide written minutes as to the agreement on the steps required to successfully complete deliverables prior to approval.
- 1B. Status Reporting - The Contractor shall deliver a weekly written status report to VIDOH on the Monday of each week covering the activities of the previous week for duration of the Contract Period. VIDOH shall communicate the required format for the status reports prior to the first report due date and the reports must include, but will not be limited to:
  - 1B.1 Overall completion status of the project in terms of the state approved project work plan and deliverable schedule;
  - 1B.2 Accomplishments;
  - 1B.3 Problems encountered and proposed/actual resolutions;
  - 1B.4 What is to be accomplished during the next seven (7) days;
  - 1B.5 Issues and risks that need to be addressed, including contractual;
  - 1B.6 Quality assurance status;
  - 1B.7 Updated MS Project timeline showing percentage completed, tasks assigned, completed and remaining;



## DOH OPCMR

- 1B.8 Identification of schedule slippage and strategy for resolution;
- 1B.9 Contractor staff assigned and their location/schedule;
- 1B.10 State resources required for activities during the next seven (7) days; and
- 1B.11 Resource allocation percentages including planned versus actual by project milestone.
- 1C Tele-Conferencing. - The Contractor shall participate in project status meetings weekly, at a location to be determined by the State, and in person or via teleconferencing at the discretion of the State. The agenda may include:
  - 1C.1 Status of progress including accomplishments, off-schedule activities, plans for resolving off-schedule activities, and upcoming activities and resource requirements;
  - 1C.2 Outstanding action items, including resolutions;
  - 1C.3 Project risks and issues logs including status of outstanding issues;
  - 1C.4 New action items;
  - 1C.5 Issues, including resolutions;
  - 1C.6 Quality assurance;
  - 1C.7 Meeting schedule.
- 1C.8 The Contractor shall participate in status meeting conference calls as required to implement the VRIMS relative to SSA.
- 1C.9 The Contractor shall participate in *ad hoc* meetings as required by the VIDOH and shall prepare materials or briefings for these meetings as requested.

**Deliverable 2:** Gap Analysis-The matrices completed by the Contractor in response to the RFP detail the Contractor's proposed system baseline functionalities. The Contractor, in consultation with and subject to the approval of VIDOH, shall complete a Gap Analysis pertaining to the subject module(s) and the associated State business and system requirements.

- 2A. Setup-The Contractor will setup the necessary environment and/or tools to perform the Gap Analysis (this may involve setting up an instance of the application) and participate with the State in:
  - 2A.1 Identifying business and system requirements that are satisfied by the Contractor's proposal;
  - 2A.2 Identifying business and system requirements that are not satisfied by the Contractor's proposal;
  - 2A.3 Describing system modifications necessary to meet State requirements; and,
  - 2A.4 Updating the business process flows to reflect the final determinations during the gap analysis.
- 2B The Contractor must sign, in agreement, a written, Gap Analysis Document for each phase. The document will identify the degree of fit between the Contractor's Proposal and the State requirements, and any additional development or customization necessary to support Vital Records Office business functions as a result of the new system's impact on current business processes.
- 2C The Contractor will assist the State with:



## DOH OPCMR

- 2C.1 The preparation of documentation necessary for the hardware and software required in support of the proposed system; the required support will include:
- 2C.2 Clarifying the technical requirements;
- 2C.3 Providing the technical specifications of the Contractor's proposed system in sufficient detail to place the necessary hardware and software purchase orders for the production environment, testing environment, and training environment;
- 2C.4 Recommending technical training that may be necessary to prepare VIDOH to support and maintain the technical environment for Vital Records Information Management System (VRIMS).

**Deliverable 3:** Technical Environment Implementation-The Contractor shall set-up the development, testing, training and production environments for the proposed solution. Set-up will include:

- 3A Installation and configuration of the development, testing, training and production components of the technical environment and ensuring correct and adequate preparation for the proposed solution; and,
- 3B Transferring all necessary technical skills to the State VIDOH, VIVRSO and Business Unit Staff during the installation and configuration of the production and test systems.

**Deliverable 4:** Solution Configuration – The Contractor shall modify and configure the proposed system in accordance with the Gap Analysis findings and the Contractor will:

- 4A Ensure the proper and timely configuration of the system and reference tables according to Gap Analysis specifications;
- 4B Provide live webinars twice monthly to show configuration progress and allow the State to provide feedback throughout the configuration period.
- 4C Be responsible for and complete unit testing (if the vendor supplies the State with a copy of the software during the configuration phase, it will only be used for State purposes and not the identification and documentation of issues— State testing will not begin until after the Contractor has demonstrated that the software is complete and the State has agreed that it is ready for User Acceptance Testing (UAT);
- 4D Complete the OVS and DFSTATE validation tests with the SSA and must obtain documentation from the SSA that each test was successful;
- 4E Demonstrate the tested solution by doing a walk-through for State staff of the configured system installed in the State's test environment; and,
- 4F If any corrections are required, the Contractor must make the changes and re-present the previously deficient portions of the system until the State deems the system ready for UAT.

**Deliverable 5:** Unit Performance Testing-Unit and Performance Testing. The Contractor shall facilitate and support a full exercise of the proposed solution, by State and VIVRSO staff, through various scenarios so that corrective action may be completed, as needed, and the system satisfies all of required functionality prior to State approval of the application for UAT.

- 5A The State will create the Unit and Performance Testing Plan and Test Scripts with the Contractor's assistance. The Contractor will:





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- 5A.1 Provide a written methodology detailing how defects found during unit testing will be reported and tracked;
- 5A.2 Provide preparation training to State and VIVRSO staff via a live webinar;
- 5A.3 Provide frequent updates to the system to resolve defects including the completion of any necessary revisions to the system or the data conversion programs; and,
- 5A.4 Facilitate and support testing and issue resolution until the State has accepted the testing results and will repeat the process for each of the three VRIMS implementation phases.
- 5A.6 Testing will be completed in an iterative fashion, performing as much testing as possible between revisions and then reiterating the preparation and testing as needed until all results are satisfactory to the State.

**Deliverable 6:** Unit Acceptance Testing (UAT): For the implementation, the Contractor shall facilitate and support a full exercise of the proposed solution, by system users, process participants, and stakeholders, through various scenarios so that the corrective action may be completed, as needed, and the system satisfies all required functionality.

- 6A The State will create the UAT Plan and Test Scripts for each VRIMS implementation phase with the Contractor's assistance. The Contractor will:
  - 6A.1 Signify agreement with the UAT Plan and Test Scripts for each phase;
  - 6A.2 Provide a written methodology detailing how defects found during the UAT for each phase will be reported and tracked; and
  - 6A.3 Provide five (5) consecutive days of on-site assistance for the UAT, at the end of each implementation phase, as follows:
    - 6A.3.1 Application training and UAT procedure training for reporting and tracking defects to selected State staff and stakeholders prior to beginning UAT; and
    - 6A.3.2 On-site assistance during the first week of UAT to observe the testing and provide additional training as required to ensure testers are using the software correctly.
    - 6A.3.3 Following the UAT, the State will accept the offered solution for each that is deemed to successfully to meet State requirements.

**Deliverable 7:** Training:- The Contractor shall provide comprehensive training for each VRIMS implementation phase and all modules.

- 7A Application Training - The Contractor will employ a train-the-trainer approach to training system users, process participants, and stakeholders by providing identified State staff with adequate instruction and training support materials to effectively conduct implementation training. The Contractor will deliver:
  - 7A.1 Train-the-trainer application instruction, at a State training facility, to State staff and selected stakeholders that the State identifies as VRIMS trainers; and
  - 7A.2 Comprehensive training resource packets in electronic format for use by the identified State trainers; the training resources must include, at minimum, a training plan, course outlines, training exercises and other materials for delivering training on the use of the software including the System Administrator function, and by each subject training type and user group, the Contractor will provide a description of training sessions with:
    - 7A.2.1 Session goals;
    - 7A.2.2 User profile and prerequisites;
    - 7A.2.3 Business functions and processes covered in the session;
    - 7A.2.4 Examples of practical exercises to be used during the session; and
    - Hours required for each session;





## DOH OPCMR

- 7A.2.5 Course outlines and training materials with time allocations for each topic;
- 7A.2.6 The methodology by which the training should be conducted;
- 7A.2.7 Training exercises that support the course outlines;
- 7A.3.8 Metrics for measuring training effectiveness; and
- 7A.3.9 On-line testing that must a new user must successfully complete before being granted access to the production system.
- 7A.3 Technical Training – The Contractor shall provide technical training for a minimum of five (5) Vital Records and Statistics staff and three (3) VIDOH staff. The Technical Training will include:
  - 7A3.1 the process associated with receiving, testing and installing patches and upgrades;
  - 7A3.2 system maintenance and back-up procedures;
  - 7A3.3 system administrator functions; and
  - 7A3.4 application administrator functions.
- 7A3.4 The Contractor shall provide the State with both on-line help and user documentation (in electronic format) that offers a comprehensive understanding of the system, as may be modified and configured, from both the technical and functional perspectives. The Contractor will:
  - 7A3.4.1 Provide a customized set of User Documentation prior to system go live; the operating procedures must reflect any and all system modifications and configuration; and
  - 7A3.5 Provide a customized set of Technical Documentation required to maintain technical and functional system integrity; the operating procedures must include both business-specific processes and system support processes and must reflect any and all system modifications and configuration.

Training/Support Need	Audience	Description
Introductory and ongoing training on the Vital Statistics data entry	Health staff identified by DVRS and hospital	Introductory and ongoing training with Vital Statistics data on vendor modules
Basic and power user training	Health and Hospital Administrators	to provide introductory and advanced training on the use of the vendor application and train-the-trainer model to support their role
Attending Physicians and Medical Examiner certificate and transmittal	Attending Physicians and Medical Examiner	To enter cause and manner of death, etc. data and submit that data as official
Introduction	All users	Basic introduction to the vendor system
Support and maintenance training	System Administrators and support	To provide training to allow system maintenance and support
Data Quality Training	Agency module owners and data entry clerks	training provided to individuals responsible for entering, maintaining, and providing data in core applications.



## DOH OPCMR

**Deliverable 8:** Parallel Pilot- Parallel Pilot. The Contractor shall demonstrate that the system performs adequately in a simulated live environment. The Contractor will perform a parallel

pilot for each implementation phase that include all system functions and involve all stakeholder groups as required by the State.

8A For each parallel pilot, the Contractor will assist the State with the preparation of a Pilot Implementation Plan (for each phase) and document agreement with each plan, which will include, at minimum, the following:

8A.1 An overview of the pilot exercise including scope, stakeholder's involvement and timeframes;

8A.2 Pilot entrance and exit criteria;

8A.3 Pilot operating procedures;

8A.4 Pilot training plan and schedule; and

8A.5 Pilot on-site support procedures.

8B During each parallel pilot, provide on-site assistance to the Territory and selected stakeholders for a minimum of five (5) consecutive working days after which, upon State approval, the Contractor may provide parallel pilot support remotely (provided that such remote support must be directly with the Contractor's project team and response times may not be in excess of 30 minutes from the time a call is placed to the Contractor within normal working hours as agreed in the parallel pilot plan— the assistance will include, at minimum the following:

8B.1 Assisting users with understanding the functionality and practical use of the system;

8B.2 Identifying defects to the system;

8B.3 Resolving defects to the system;

8B.4 Evaluating system effectiveness against the established pilot goals and exit criteria;

8B.5 Revising pilot procedures as needed;

8B.6 Reviewing and evaluating the results of the parallel pilot; and

8B.7 Complete the above tasks for each of the remaining modules.

8C The State will affirm it in writing when each parallel pilot is deemed to have been completed successfully.

**Deliverable 9:** Production: The Contractor shall facilitate placing the successfully piloted system component into production, monitor its operation under full production load, and dynamically fine tune it to assure that the system continues to satisfy the functionality and performance defined by the State. The Contractor will:

9A Assist the State with the preparation of a Go Live Plan (for each component placed into production) and document agreement with each plan, which will include, at minimum, the following:

9A.1 Go/no go criteria;

9A.2 Go live procedures;

9A.3 Roll-back criteria and procedures;

9A.4 Training plan and schedule;

9A.5 On-site support procedures; and

9A.6 Off-site support procedures.



## DOH OPCMR

- 9A.7 Complete production implementation preparations which will include, at minimum, the following:
- 9A.8 Any additional State or stakeholders training as identified during the parallel pilot;
- 9A.9 Assist the State with the production environment implementation;
- 9A.10 Any agreed upon system changes identified as a result of the parallel pilot; and
- 9A.11 The final conversion of data and reference tables.
- 9A.12 Complete the move of the OVS and DFSTATE into the production region at SSA by:
  - 9A12.1 Assisting the State to move into the production region at SSA testing from the integration region;
  - 9A12.2 Correcting any defects found during go live;
  - 9A.12.3 Preparing a report to the SSA of the results of the OVS transmission after 30 days in production; and,
  - 9A.12.4 Preparing a report to the SSA on transmission of the fact of death reports after 30
- 9B. When each system component is placed into production, provide on-site assistance to the State and selected stakeholders for a minimum of five (5) consecutive working days after which, upon State approval, the Contractor may provide parallel pilot support remotely (provided that such remote support must be directly with the Contractor's project team and response times may not be in excess of 30 minutes from the time a call is placed to the Contractor within normal working hours as agreed in the Go Live Plan – the assistance will include, at minimum the following:
  - 9B.1 Assisting users with understanding the functionality and practical use of the system;
  - 9B.2 Identifying defects to the system; and
  - 9B.3 Evaluating system effectiveness against the established go live criteria
  - 9B.4 The State will affirm it, in writing, when system components (of each implementation phase) are deemed to have been successfully placed into production.

**Deliverable 10: State Acceptance-** To conclude each VRIMS implementation phase, the State will affirm, in writing, the acceptance of associated service and deliverables contingent upon the Contractor, at minimum, successfully:

- 10A Meeting all implementation phase requirements;
- 10B Delivering all system documentation and operating procedures;
- 10C Delivering all training;
- 10D Implementing the automated environment; and testing, converting, and installing the subject phase of the system as well as monitoring and validating all production cycles.

**Deliverable 11: Warranty-** Warranty Period for the deliverables and service shall begin at the point where the entire solution is put into production on the date that the State affirms, in writing, the acceptance of associated service and deliverables. The Contractor shall provide, at minimum, the following Warranty Support Services provided at no cost to the State during the Warranty Period:

- 11A Unlimited phone and on-line support;
- 11B Repair of any defects to the VRIMS System as delivered to the State;
- 11C Respond to problems, requests for technical support, or requests for information within three business (3) days, by either correcting the problem, providing technical support or information requested, or providing a plan, including a delivery date, for the problem



#### DOH OPCMR

correction, technical support or information requested. Responses to problems identified by the State as urgent will be made within one (1) day.

- 11D All COTS updates and upgrades;
- 11E Access to technical support on all State business days, Monday through Friday, 7 AM – 5 PM Atlantic Standard Time (AST).
- 11F Links for downloading new COTS versions and patches to previous versions;
- 11G Documentation for all releases.

**Deliverable 12: Maintenance And Support-** The vendor is required to share information and documentation of the data architecture that is being proposed to be implemented. Following the Warranty Period, The Contractor shall provide system maintenance and support for each phase and associated modules. Said maintenance and support shall be provided on and monthly basis and include:

- 12A COTS software enhancements and patches made available to all states using the implemented products;
- 12B Adjustments and repairs to keep the implemented software products operating without abnormal interruptions and to correct latent deficiencies with respect to the software specifications;
- 12C Modifications, adjustments, and repairs necessary for keeping the implemented software products operating in compliance with applicable federal laws and regulations;
- 12D Maintenance of a copy of the State's current production version on a computer system owned by the Contractor;
- 12E User help desk support (2nd level) defined as direct calls from the State. The State will take direct calls from the end users of the system. The Contractor will offer the corresponding support only to the State and not directly to the End User, on all State business days, Monday through Friday, 7 AM – 5 PM, Atlantic Standard Time (AST);
- 12F Respond to problems, requests for technical support, or requests for information within three business (3) days, by either correcting the problem, providing technical support or information requested, or providing a plan, including a delivery date, for the problem correction, technical support or information requested. Responses to problems identified by the State as urgent will be made within one (1) day.
- 12G Repair of any defects VRIMS as delivered to the State; and
- 12H Assurance that any new version of software provided to the State shall incorporate any and all Modifications and enhancements developed for the State under this Contract.
- 12I The State shall accept software modifications, adjustments, repairs, new versions, and enhancements as follows:
  - (1) On notice from the Contractor that software is delivered, the State will review, validate the delivery of the software, and test the software,
  - (2) within 30 days, notify Contractor of acceptance or the specific shortcomings with respect to specifications of the software, documentation, efficiency or performance.
  - (3) If the State does not respond within 30 days the software will be considered accepted for the purpose of payment of an invoice; however, the State may notify the Contractor of latent shortcomings for subsequent correction;



#### DOH OPCMR

(4) stay within two years of the current release of Contractor's software, but reserves the right, if it is deemed to be in the State's best interest, not to install the most recent, new versions of software.

(5) provide the Contractor with necessary access, appropriate security restrictions, to the software and equipment on which it runs in order to effect necessary adjustments and repairs.

- 12J The system **MUST** have a cashiering function to conduct, collect, and facilitate payments and the system **MUST** have the ability to integrate with nCourt to facilitate payment processing.

#### **Deliverable 13: System Design-Visualization of Conceptual Design**

- 13A Conceptual System Design Section-: Provide a diagram (or diagrams) with corresponding narrative that depicts an accurate description of the conceptual design for the entire application. The design must document how each of the requirements specified in the functional design will be conceptually accomplished. For large systems, with several environments (development, test, certification, production), please document each separately.
- 13B Preliminary System Design Section: Provide a diagram (or diagrams) with corresponding narrative that depicts an accurate and detailed description of the preliminary design for the entire application. The design must document how each of the requirements specified in the conceptual design will be logically accomplished. External network connection speeds (for both the client and employee) should be documented. In addition, firewall rules should also be documented. The supporting application should perform at acceptable levels when utilizing lowest common access speeds. Specify any known hardware and software details (brand, model, version, etc) for clients, servers, and other network infrastructure; programming languages selected, and deployment location (i.e. server location where code is deployed). Interfaces must be identified.
- 13C Detail System Design Section: Provide a diagram (or diagrams) with corresponding narrative with that depicts an accurate, detailed, and complete description of the detail design for the entire application. The design must document how each of the requirements specified in the preliminary design will be physically accomplished. All details should be known at this point in the design process, including specific hardware related information utilized by the hosting service provider. Design objectives such as Reliability, Availability, Scalability, Securability, Interoperability, and use of Common Infrastructure should be adequately reflected in the physical design. All aspects of the application, network, security, and integration architecture, as well as any other pertinent uses of technology to solve specific business requirements (e.g. document imaging, channel support for the numerous client form factors such as iOS, Android, Windows, MAC App and Browser) should be documented.

#### **REPORTING AND ANALYTICS MUST ACCOMMODATE THE FOLLOWING:**

- a. For all searchable databases the data will be exportable to various formats such as Excel, PDF or other form for reporting and auditing.



#### DOH OPCMR

- b. System will allow for customized reporting by various staff members.
- c. Provide reports expressing usage patterns and user activity for audit purposes.
- d. View, print, schedule and extract user productivity reports.
- e. View, print, schedule and extract reports related to document filings and current status.
- f. View, print, schedule and extract detailed and/or summary financial reports by user, physical location, terminal or submission source.
- g. View and print images or receipts.